Department of Budget & Management

Statewide Telephone Directory Maintenance Utility User Manual

Version 2.0
April 20, 2006

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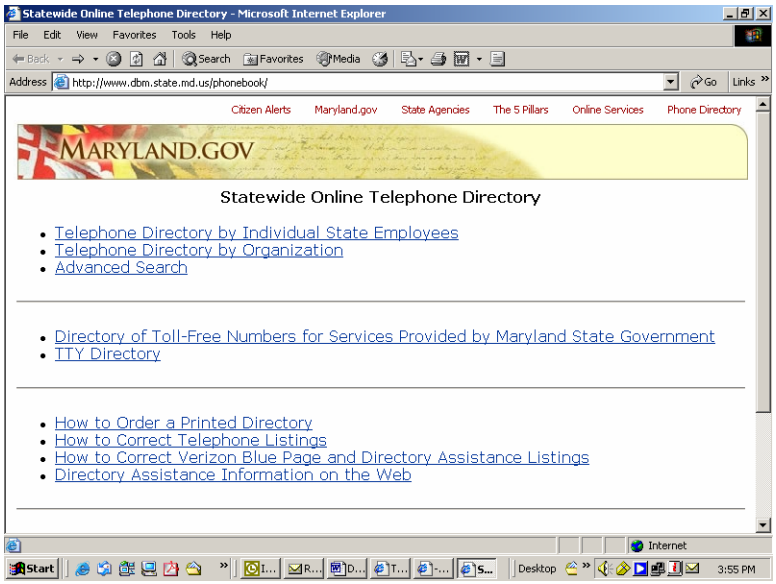
1. Introduction

1.1 General

The State Telephone Directory is published to the Internet as a resource for both the citizens of the State and State employees by providing ready access to contact information for all Maryland State employees and State agencies. The Directory is also a valuable tool for State employees to complete their jobs. Accessing the State Telephone Directory is as simple as clicking on the "Phone Directory" link on the home page of any State agency web site, then selecting one of the available options.



1.2 Agency Responsibilities For Maintaining Directory

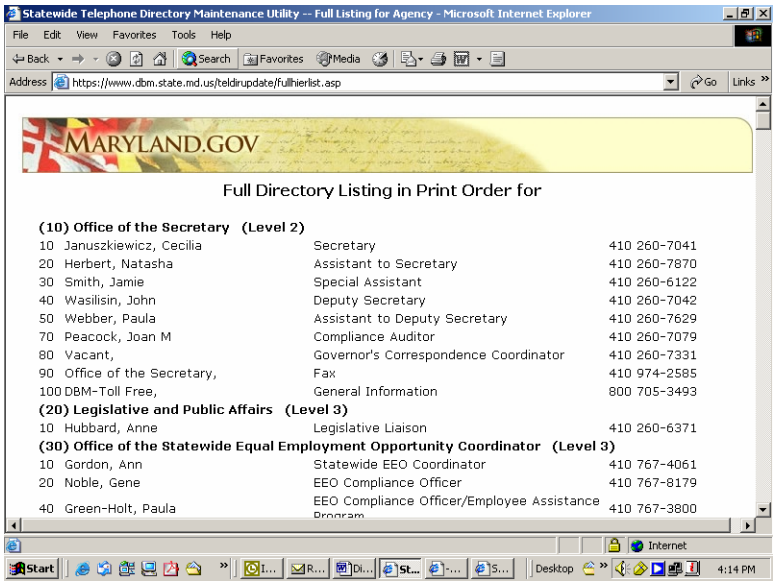
Each agency is responsible for entering and maintaining agency contact information in the State Telephone Directory. The agency head or designee identifies a specific individual to be responsible for these tasks. This individual is referred to as the agency Directory Coordinator (DC). Only authorized DCs can access the State Telephone Directory Maintenance Utility and maintain agency information.

Authorizing an individual to perform as a DC requires the agency head or designee to submit an Agency Contact Information Form (Attachment A). Submitting this form is important for two reasons. First, it authorizes the Directory Administrator to establish the proposed individual as a legitimate DC in the Agency Contact Database. Secondly, once the DC is entered into the Agency Contact Database, it allows the Directory Administrator to provide a User Name and password to the DC.

The agency head or designee is also responsible for notifying the Directory Administrator when the DC is no longer employed by the agency or when the individual's responsibilities no longer include maintaining agency contact information. A new Agency Contact Information Form must be completed indicating the name of the former DC and the contact information for the new DC.

1.3 Telephone Directory Hierarchy

When agency contact information is published to the State Telephone Directory, it is done so by utilizing a defined hierarchy. This hierarchy, which actually consists of a primary, the office hierarchy, and a subordinate, the employee hierarchy, allows the content of the Directory to be presented to the user in a logical format. It also allows for improved search capabilities. The screen sample below shows how the information is organized and presented based on the office hierarchy and employee hierarchy.


Statewide Telephone Directory Maintenance Utility -- Full Listing for Agency - Microsoft Internet Explorer
https://www.dbm.state.md.us/teldirupdate/fullhierlist.asp
MARYLAND.GOV
Full Directory Listing in Print Order for
(10) Office of the Secretary (Level 2)
10 Januszkiewicz, Cecilia Secretary 410 260-7041
20 Herbert, Natasha Assistant to Secretary 410 260-7870
30 Smith, Jamie Special Assistant 410 260-6122
40 Wasilisin, John Deputy Secretary 410 260-7042
50 Webber, Paula Assistant to Deputy Secretary 410 260-7629
70 Peacock, Joan M Compliance Auditor 410 260-7079
80 Vacant, Governor's Correspondence Coordinator 410 260-7331
90 Office of the Secretary, Fax 410 974-2585
100 DBM-Toll Free, General Information 800 705-3493
(20) Legislative and Public Affairs (Level 3)
10 Hubbard, Anne Legislative Liaison 410 260-6371
(30) Office of the Statewide Equal Employment Opportunity Coordinator (Level 3)
10 Gordon, Ann Statewide EEO Coordinator 410 767-4061
20 Noble, Gene EEO Compliance Officer 410 767-8179
40 Green-Holt, Paula EEO Compliance Officer/Employee Assistance Program 410 767-3800
Internet
Start
4:14 PM

Establishing the office hierarchy is accomplished utilizing "Levels". Levels 1 – 5 define how the agency's organizational information will be presented. With the exception of Level 1, the DC has the flexibility to assign any Level to any office or organization within the agency (Level 1 is reserved for the agency name such as the Department of Budget and Management). Typically, the office of the agency head is defined as a Level 2, with subordinate offices defined according to agency preferences.

Multiple offices can be defined with the same "Level". For example, both the "Office of the Attorney General" and the "Office of Information Technology" could be defined at Level 3. A function known as the "Office Level Order", will determine how the offices will be published in the State Telephone Directory. It is common practice to define the Office Level Orders in increments of 10. Doing so minimizes the effort to integrate additional offices into an existing hierarchy should they be established in the future. For example, following this methodology a new office could be added between two previously defined offices with Office Level Orders of 10 and 20 without having to redo the entire Office Level Order. In this case, the new office could be defined with an Office Level Order of 15.

Establishing the employee hierarchy is accomplished utilizing "Display Order". The Display Order determines how employees will be published in the State Telephone Directory. Typically, the agency head is defined at the highest level with subordinates defined according to agency preferences. As with the Office Level Order, it is common practice to define employee Display Orders in increments of 10. Doing so allows for integrating new employees into the existing hierarchy without redefining the entire hierarchy. For example, following this methodology

allows a new employee to be added between previously defined employees with display orders of 10 and 20 without having to redo the entire employee Display Order.

It is helpful to use an agency organizational chart to layout how Levels, Office Level Orders, and employee Display Orders will be used to define the agency for publication.

1.4 Training

Training for this application is available through DBM's Office of Information Technology, Networks Division. Training can be provided in small groups or one-on-one at the State Office Complex at 301 West Preston Street, Suite 1304, Baltimore, Maryland. Please call the Help Desk at (410) 260-7778 if you would like to schedule training.

1.5 Questions and Comments

This document was created as a tool to assist those who have been designated as an agency Directory Coordinator. All questions or comments regarding this manual should be sent to:

HelpDesk@dbm.state.md.us

2 Logging Into the Telephone Directory Maintenance Utility

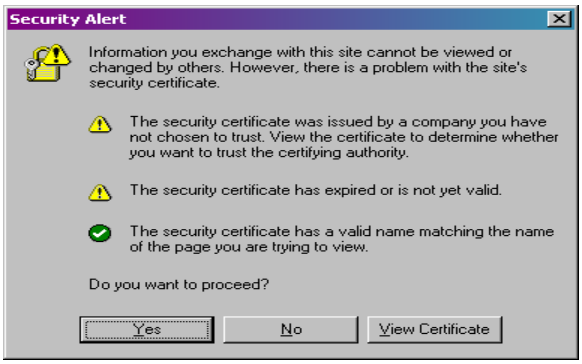
2.1 Accessing the Telephone Directory Maintenance Utility

To access the Telephone Directory Maintenance Utility, you will need to be at a desktop computer with Internet connectivity. Type the following address into the web browser:

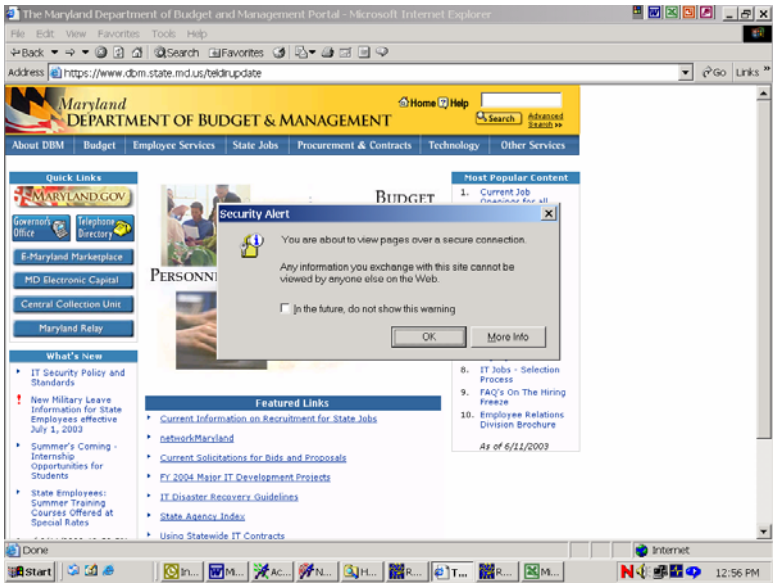
https://www.dbm.state.md.us/teldirupdate

The Telephone Directory Maintenance Utility is provided via a secure site. When accessing this site, you may receive one of two possible Security Alert prompts shown below. These prompts are alerting you to the fact that you are accessing a secure site and asking you to acknowledge this. In either case, it is acceptable to acknowledge the prompt by either clicking "Yes" to proceed or "OK" to acknowledge the alert.

First possible Security Alert Prompt:


Security Alert
Information you exchange with this site cannot be viewed or changed by others. However, there is a problem with the site's security certificate.
The security certificate was issued by a company you have not chosen to trust. View the certificate to determine whether you want to trust the certifying authority.
The security certificate has expired or is not yet valid.
The security certificate has a valid name matching the name of the page you are trying to view.
Do you want to proceed?
Yes
No
View Certificate

Second possible Security Alert Prompt:

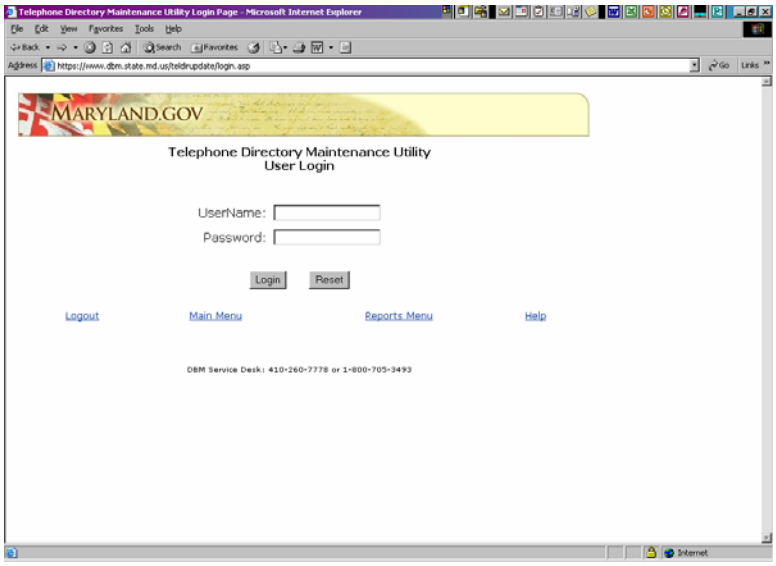

Security Alert
You are about to view pages over a secure connection.
Any information you exchange with this site cannot be viewed by anyone else on the Web.
In the future, do not show this warning
OK
More Info

2.2 Logging into the Telephone Directory Maintenance Utility

To Login to the Telephone Directory Maintenance Utility:

1. Enter your User Name.
2. Enter your Password and then click “Login”.

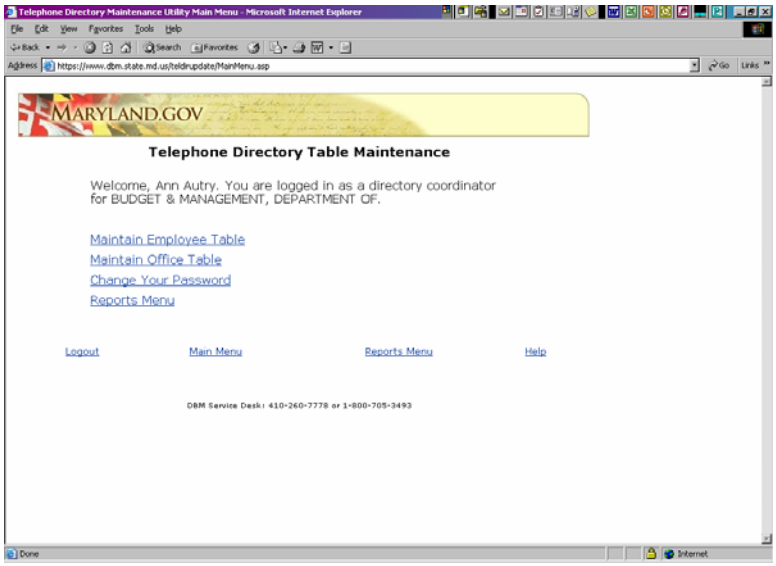
NOTE: Remember that the User Name and password are case sensitive.



3 Utility Functionality

3.1 Main Menu

Once successfully logged in, you will be presented with the Main Menu. The Main Menu provides easy access to the primary functions of the Directory Maintenance Utility.


Telephone Directory Maintenance Utility Main Menu - Microsoft Internet Explorer
MARYLAND.GOV
Telephone Directory Table Maintenance
Welcome, Ann Autry. You are logged in as a directory coordinator for BUDGET & MANAGEMENT, DEPARTMENT OF.
Maintain Employee Table
Maintain Office Table
Change Your Password
Reports Menu
Logout
Main Menu
Reports Menu
Help
DBM Service Desk: 410-260-7778 or 1-800-705-3493

Maintain Employee Table – Add/change or delete Employees within your agency. See Section 3.2 "Maintain Employee Table".

Maintain Office Table – Add/change or delete Offices within your agency. See Section 3.3 "Maintain Office Table".

Change Your Password – See Section 3.4 "Change Your Password".

Reports Menu – Provides various reports that will help you manage your agency's listings. See Section 3.5 "Reports Menu".

Across the bottom of the Main Menu, as well as on most screens throughout the Maintenance Utility, you are provided short cuts to other functionalities as well as those described above.

Logout – Enables you to logout at anytime. Be sure to logout at the end of each session.

Main Menu – Provides direct access to the Main Menu.

Reports Menu – Provides direct access to the Reports Menu.

Help – Provides a short text, pop-up box version of this document.

3.2 Maintain Employee Table

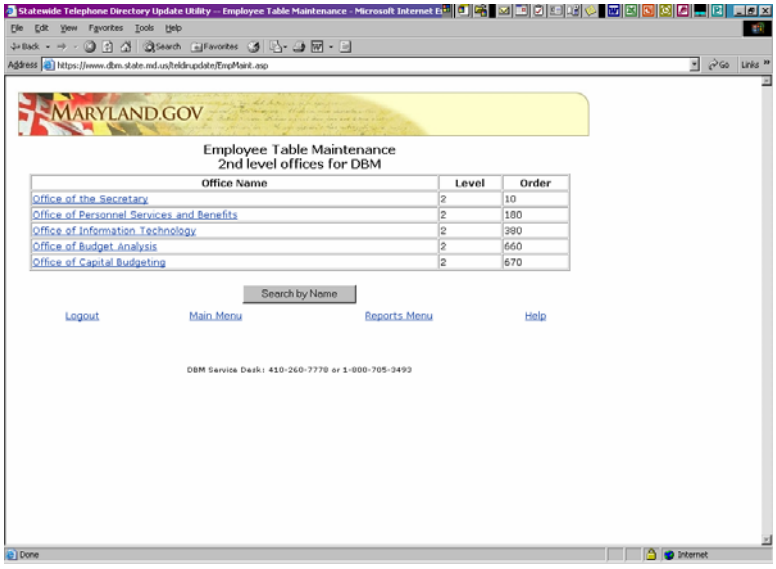
One of the primary responsibilities of the DC is to maintain the currency and accuracy of the agency's employee contact information. The Maintain Employee Table function allows the DC to add new employees, change information for employees already in the directory, or delete employees from the directory when they are no longer employed by the agency.

As employee table maintenance is performed, please keep in mind several helpful hints:

1. Once employee contact information maintenance is complete, the change is immediately reflected in the online State Telephone Directory.
2. To review how any change is reflected online, it is helpful to have a second web browser window with the State Telephone Directory active. Once a change is made, click on this second browser window, click on "View", select "Refresh" and verify the intended change is reflected.
3. It is important for good customer service that certain level positions be listed even if that position is currently vacant. Each agency is provided the flexibility to determine which positions should continue to be listed in the Directory but noted as vacant.

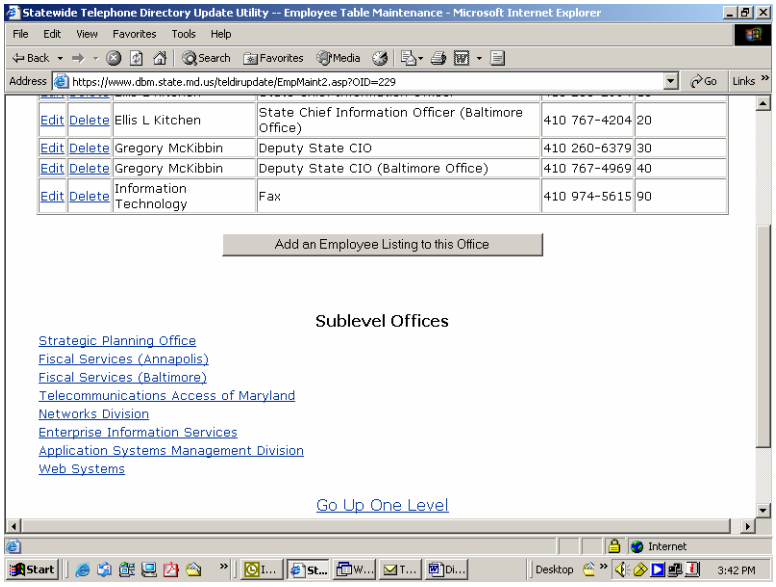
To add, change or delete employee contact information:

1. Click on "Maintain Employee Table" listed in the Main Menu. The agency's Level 2 Offices will be presented. If the Office under which the employee is to be listed in the Directory does not exist, create the office following the instructions in Section 3.3.1, then return.



2. Click on the Office under which the employee is to be listed. If additional sub-level offices are defined, continue to click on the appropriate one until the employee listings for the desired office are presented. If a sub-level office needs to be created, follow the instructions in Section 3.3.1, then return.

   Hint: The "Go Up One Level" button allows you to navigate up one level at a time.


Statewide Telephone Directory Update Utility -- Employee Table Maintenance - Microsoft Internet Explorer
Edit Delete Ellis L Kitchen State Chief Information Officer (Baltimore Office) 410 767-4204 20
Edit Delete Gregory McKibbin Deputy State CIO 410 260-6379 30
Edit Delete Gregory McKibbin Deputy State CIO (Baltimore Office) 410 767-4969 40
Edit Delete Information Technology Fax 410 974-5615 90
Add an Employee Listing to this Office
Sublevel Offices
Strategic Planning Office
Fiscal Services (Annapolis)
Fiscal Services (Baltimore)
Telecommunications Access of Maryland
Networks Division
Enterprise Information Services
Application Systems Management Division
Web Systems
Go Up One Level

3.2.1 Add A New Employee

To add a new employee:

1. Click on the "Add an Employee Listing to this Office" button.
2. Enter all information in the "Add an Employee Listing" screen.

First Name – Employee's first name or initial. When listing an initial, do not punctuate this field, periods are added automatically. Do not put the word "Vacant" in this field.

Middle Initial – Employee's middle initial, or name if they do not use their first name. Do not punctuate this field, periods are added automatically. Do not put the word "Vacant" in this field.

Last Name – Employee's last name. Hyphens are acceptable in the case of a hyphenated name, otherwise no punctuation. If a position is to be listed as vacant, enter the word "Vacant".

Employee Title – Enter the functional title rather than job classification title, e.g., Computer User Specialist II could be listed as a Computer Technician.

Professional Title1 – Jr., Sr., II, III, PhD, MD, RN, or other professional titles. Only 1 title per field is permitted.

Professional Title2 – Jr., Sr., II, III, PhD, MD, RN, or other professional titles. Only 1 title per field is permitted.

Office – The name of the Office the employee is assigned to (this can only be changed when editing an existing employee record). When adding an employee, the system assumes that the employee is to be added to the Office you were reviewing when you clicked "Add An Employee Listing To This Office".

Phone Number – The employee's phone number in the following format: XXX XXX-XXXX. Do not place parenthesis around the area code, they will be added automatically. Do not include extensions in this field.

Extension – If applicable, the extension number, e.g., 4176, 16, or 1. Do not include "x", "Ext." or any other notation.

FAX Number – The employee's fax number in the following format: XXX XXX-XXXX. Do not place parenthesis around the area code; they will be added automatically.

TTY – Identifies the type of device used by deaf or hard of hearing employees. This is a drop-down box providing the following options:

> **"No"**: No device present
> **"TTY Only"**: Selected when only the TTY is present (no Voice).
> **"TTY + Voice"**: Selected if the person has a TTY on their desk to accept direct TTY calls.

Email address – All letters *must* be lowercase, e.g., jdoe@dbm.state.md.us. Never list more than one email address in this field.

Employee Type – Choices are: Permanent, Contract or Temporary.

Display Order – The order in which the employee is to appear in the State Telephone Directory listings. Never choose the number of a record that already exists, as the system will randomly decide where the new listing will be placed.

Insert Record – Saves and inserts the new employee record.

Reset Form – Clears all of the data fields.

Go Back – Returns to the previous screen WITHOUT saving any changes that have been made to the record.

3.2.2 Edit An Employee Listing

NOTE: Do not attempt to add a new employee by editing an existing employee record. For example, Jane Doe resigns to work for another agency and Sally May takes her place. You cannot edit Jane's record with Sally's information. If you attempt to do this, Sally's information will not show up in the State Telephone Directory. You must delete Jane's record per Section 3.2.3, and then create a new employee record for Sally per Section 3.2.1.

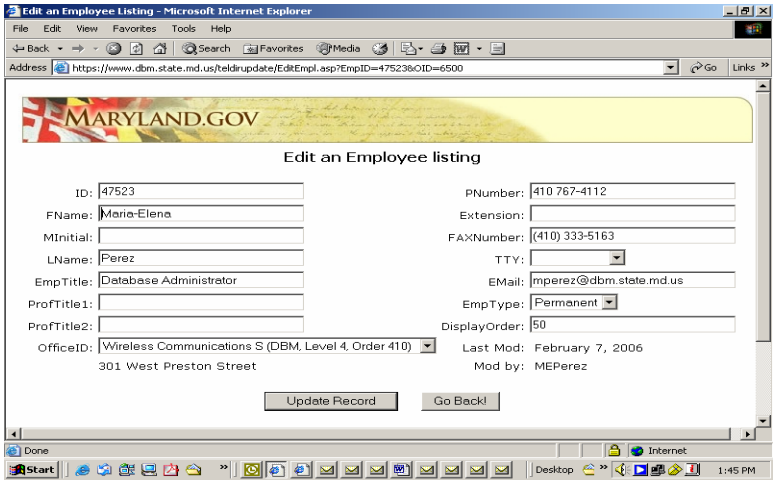
To edit existing employee contact information:

1. Click the "Edit" link next to the employee listing to be edited. All existing information will be presented.
2. Edit any of the available fields as necessary.

ID – This number is automatically generated when the employee record is created. It cannot be changed.

FName – Employee's first name or initial. When listing an initial, do not punctuate this field; periods are added automatically. Do not put the word "Vacant" in this field.

Minitial – Employee's middle initial or name, if they do not use their first name. Do not punctuate this field; periods are added automatically. Do not put the word "Vacant" in this field.



LName – Employee's last name. Hyphen are acceptable in the case of a hyphenated name, otherwise no punctuation. If a position is to be listed as vacant, enter the word "Vacant".

EmpTitle – Enter the functional title rather than job classification title, e.g., Computer User Specialist II could be listed as Computer Technician.

ProfTitle1 – Jr., Sr., II, III, PhD, MD, RN, or other professional titles. Only 1 title per field is permitted.

ProfTitle2 – Jr., Sr., II, III, PhD, MD, RN, or other professional titles. Only 1 title per field is permitted.

OfficeID – The name of the office the employee is assigned to. A dropdown list provides a listing of the current offices within each agency. Use this feature to move a person from one office to another without deleting and reentering the data.

Pnumber – The employee's phone number in the following format: XXX XXX-XXXX. Do not place parenthesis around the area code, they will be added automatically. Do not include extensions in this field.

Extension – If applicable, the extension number, e.g., 4176, 16, or 1. Do not include "x", "Ext." or any other notation.

FAXNumber – The employee's fax number in the following format: XXX XXX-XXXX. Do not place parenthesis around the area code, they will be added automatically.

TTY – Identifies the type of device used by deaf or hard of hearing employees. This is a drop-down box providing the following options:

"No": No device present

"TTY Only": Selected when only the TTY is present (no Voice).
"TTY + Voice": Selected if the person has a TTY on their desk to accept direct TTY calls.

Email – All letters *must* be lowercase, e.g., jdoe@dbm.state.md.us. Never list more than one email address in this field.

EmpType – Choices are: Permanent, Contract or Temporary.

DisplayOrder – The order in which the employee is to appear in the State Telephone Directory listing. Never choose the number of a record that already exists, as the system will randomly decide where the new listing will be placed.

Last Mod – The date the record was last updated.

Mod by – The person who last modified the record.

Update Record – Saves all changes to the employee's contact information

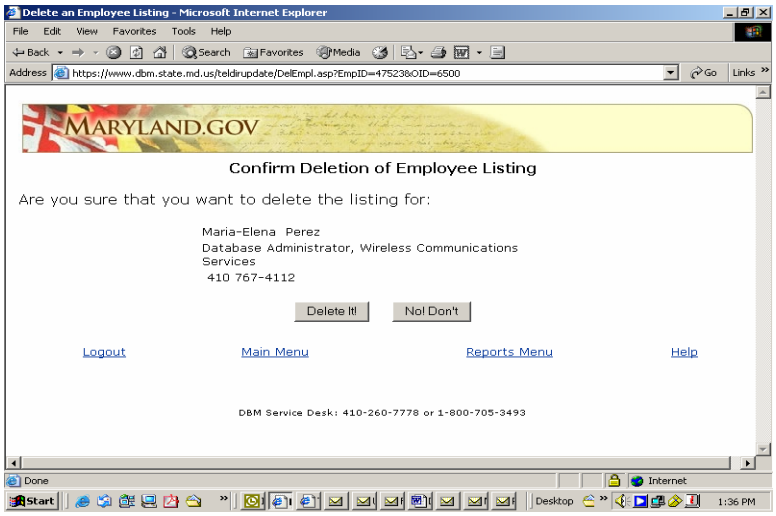
Go Back! – Returns to the previous screen WITHOUT saving any changes that have been made to the record.

3.2.3 Delete An Employee Listing

It is important to recognize that the data contained in the Telephone Directory database is used for different purposes. One such use is to provide agency employees responsible for maintaining the cellular telephone inventory (known as the Telecommunications Coordinators - TC) with information they need such as name, agency address, etc. The DC must recognize that the data may reflect other legitimate activities. For example, employee listings in the Employee Table may not have a Display Order defined. This could be the result of one having never been established or, because cell phone numbers are not published, an intentional exclusion of a Display Order. Before a record is deleted, be sure that it is not serving some other purpose. Contact your agency's TC if there is any doubt (otherwise you will need to manually reenter all of the deleted records if it turns out that they serve a legitimate purpose).

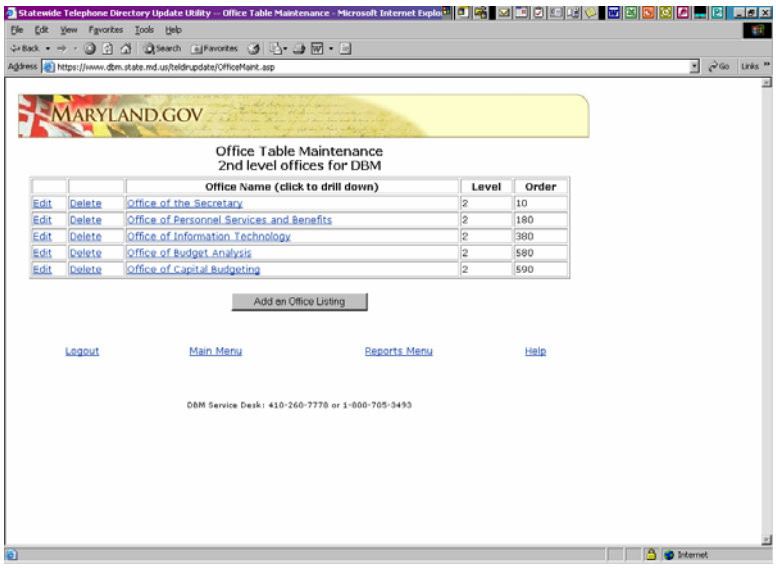
To delete an Employee Listing:

1. Click the "Delete" link next to the employee record to be deleted.
2. A confirmation screen will be presented. The options are:
    i. Click "Delete It" to delete the employee listing. You will automatically be returned to the "Main Menu". Or,
    ii. Click "No! Don't" to abort deleting the record. You will be returned to the previous screen.



3.3 Maintain Office Table

Another primary responsibility of the DC is to maintain the currency and accuracy of the agency's Office table. The Maintain Office Table function allows the DC to make changes to the agency's offices as they are listed in the State Telephone Directory. Maintaining the Office Table is important when reorganizations take place or when an office has a name change.

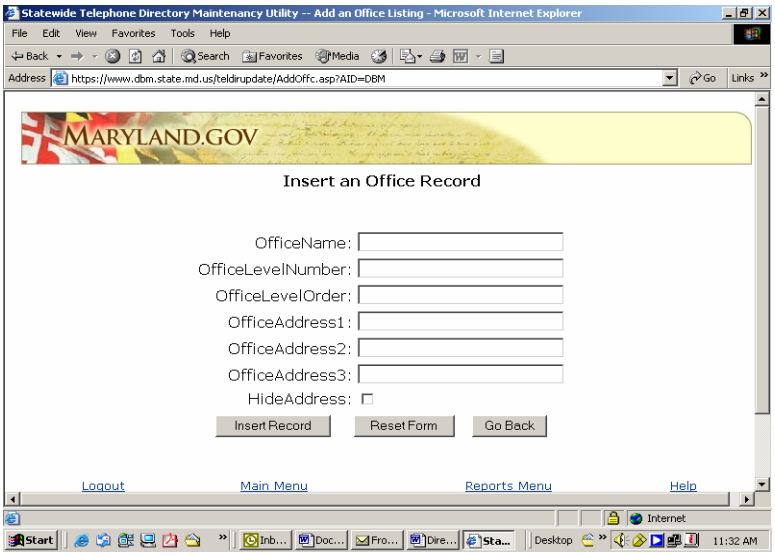

Statewide Telephone Directory Update Utility -- Office Table Maintenance - Microsoft Internet Explorer
MARYLAND.GOV
Office Table Maintenance
2nd level offices for DBM
Office Name (click to drill down)
Level
Order
Edit Delete Office of the Secretary 2 10
Edit Delete Office of Personnel Services and Benefits 2 180
Edit Delete Office of Information Technology 2 380
Edit Delete Office of Budget Analysis 2 580
Edit Delete Office of Capital Budgeting 2 590
Add an Office Listing
Logout
Main Menu
Reports Menu
Help
DBM Service Desk: 410-260-7778 or 1-800-705-3493

3.3.1 Add A New Office

To add an office listing, from the Office Table Maintenance screen:

1. Click the "Add an Office Listing" button.
2. Enter all information.

OfficeName – The official name of the office.



OfficeLevelNumber – Level numbers 2 – 5. Level 1 is reserved for the agency. It is helpful to work from an organizational chart to establish the appropriate office levels for the agency.

> **NOTE**: When determining the Level Number for an Office, it is important to remember that you cannot skip Levels. For example, if you create a Level 5 Office without a Level 4 Office being defined, users will not be able to see the Level 5 Office in the online State Telephone Directory. This is because a Level 5 Office reports to a Level 4 Office, and without this relationship, the Level 5 Office cannot be viewed.

OfficeLevelOrder – Defines the placement of each office listing in the agency's hierarchy.

OfficeAddress1 – The physical address of the office. Please remember, no punctuation. The only acceptable abbreviations are:

Avenue	Ave
Court	Ct
Drive	Dr
Lane	Ln
Road	Rd
Street	St
North	N
Northwest	NW
Northeast	NE
West	W
East	E
South	S
Southwest	SW
Southeast	SE

OfficeAddress2 – Suite, Room, or second part of the office address. The only acceptable abbreviations are:

Building	Bldg
Mezzanine	Mezz
Room	Rm
Suite	Ste

OfficeAddress3 – City, State, and Zip code; e.g., Baltimore, MD 21201. If you know the +4 extended zip code, please include this. Maryland should always be abbreviated as MD, not as: Md, Md., or md.

HideAddress – This feature enables hiding only the address of the particular office being edited. This may be desirable if the address is the same as a previous Office Level address.

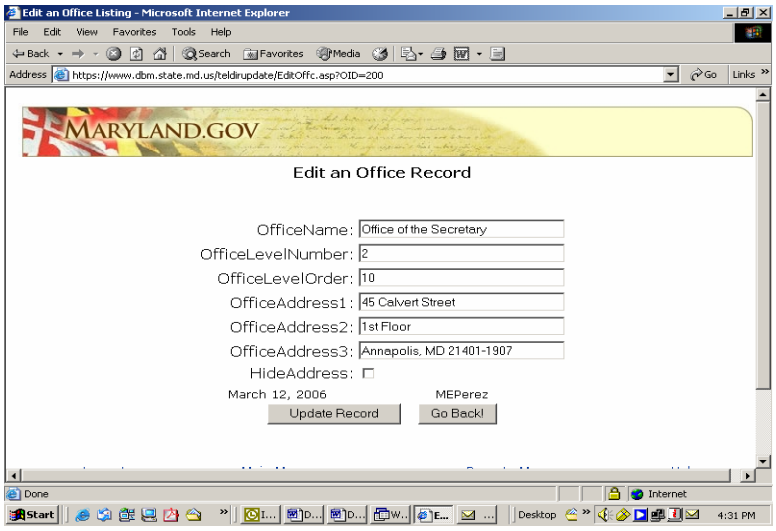
Update Record – Saves all changes.

Go Back! – Returns to the previous screen WITHOUT saving any changes that have been made to the record.

3.3.2 Edit An Office Record

To edit an office listing, from the Office Table Maintenance screen:

1. Click the "Edit" link for the office to be edited. All existing information will be presented.
2. Edit any of the available fields as necessary per Section 3.3.1.

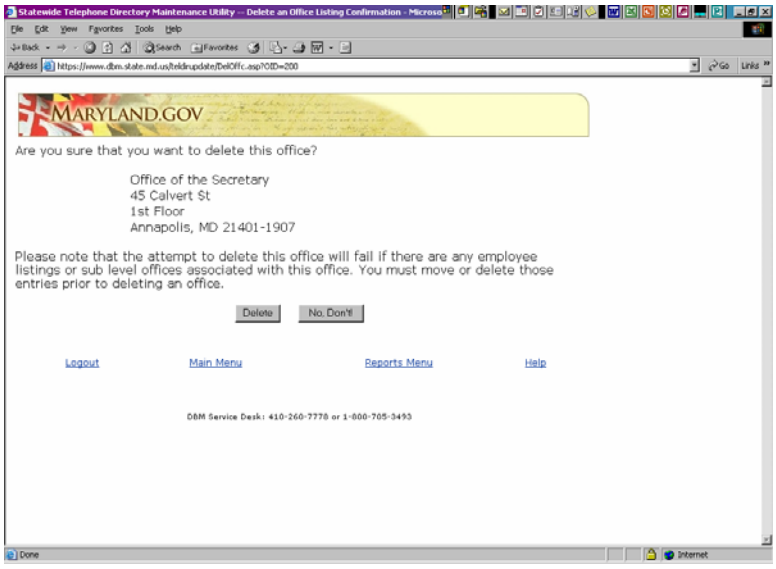


3.3.3 Delete An Office Record

NOTE: You cannot delete an Office that still has employees assigned to it. You must first move the employees to another Office or delete the employees listed. If you try to delete an Office that still has employees listed, an Error message will appear.

To delete an Office Listing, from the Office Table Maintenance screen:

1. Click the “Delete” link for the Office record to be deleted.
2. A confirmation screen will be presented. The options are:
    i. Click “Delete” to delete the Office listing. You will automatically be returned to the “Main Menu”. Or,
    ii. Click “No. Don’t” to abort deleting the record. You will be returned to the previous screen.

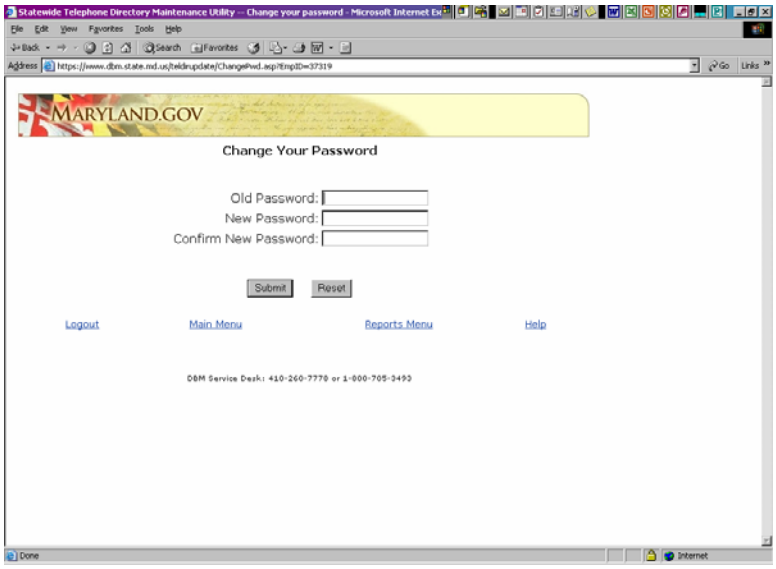

Statewide Telephone Directory Maintenance Utility -- Delete an Office Listing Confirmation - Microsoft Internet Explorer
MARYLAND.GOV
Are you sure that you want to delete this office?
Office of the Secretary
45 Calvert St
1st Floor
Annapolis, MD 21401-1907
Please note that the attempt to delete this office will fail if there are any employee listings or sub level offices associated with this office. You must move or delete those entries prior to deleting an office.
Delete
No. Don't!
Logout
Main Menu
Reports Menu
Help
DBM Service Desk: 410-260-7770 or 1-800-705-3493

3.4 Changing Your Password

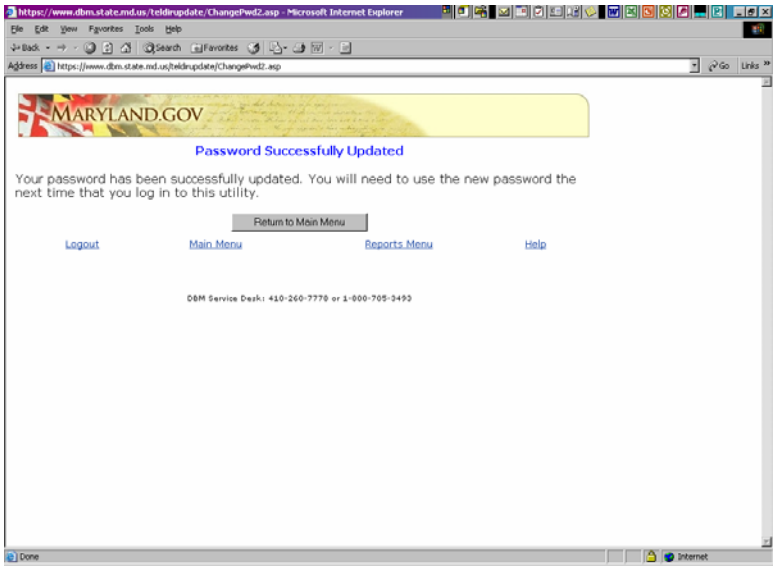
NOTE: Please be sure that your password is unique. Never share your User ID and Password with another person. If you make a mistake, click on the “Reset” button and all of the fields will be cleared.

To change your password, from the Main Menu:

1. Click “Change Your Password”



2. Enter your old password;
3. Enter your new password;
4. Re-enter your new password;
5. Click “Submit”.
6. Once you receive the confirmation screen below, your password has been changed

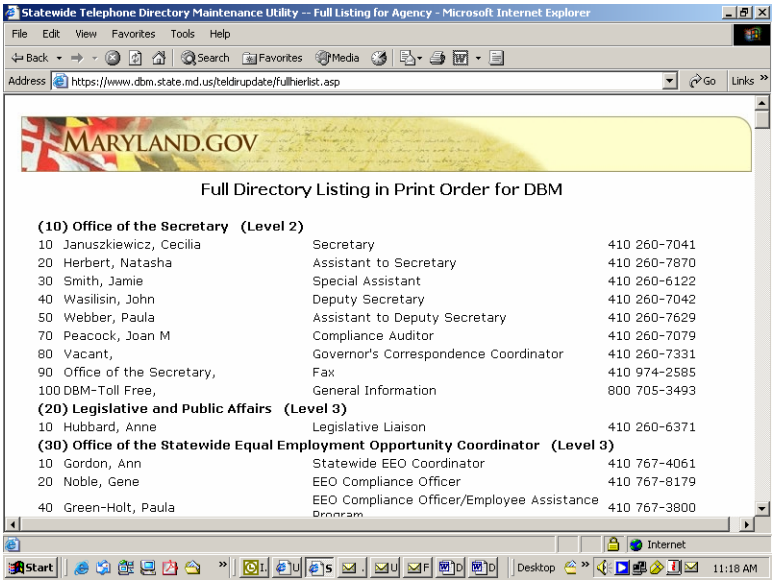

MARYLAND.GOV
Password Successfully Updated
Your password has been successfully updated. You will need to use the new password the next time that you log in to this utility.
Return to Main Menu
Logout
Main Menu
Reports Menu
Help

3.5 Reports Menu

The State Telephone Directory Maintenance Utility provides a number of reports to assist the Directory Coordinator with managing and maintaining employee contact information. The report options are available from the Reports menu accessible from either the Main Menu or the Reports Menu quick link at the bottom of most screens. Reports can be printed using the print features of your browser.

3.5.1 Full Listing For Agency In Print Order

The Full Listing For Agency In Print Order report provides a complete list of all the entries in the Office and Employee tables. The listing is arranged in the order in which office and employee information will print or be viewed in the on-line State Telephone Directory. Use this report to verify proper hierarchy, display order, etc. If you have significant changes, for example a re-organization, group moves, etc., it is suggested that you print this report as an aid to keep track of your changes.


Statewide Telephone Directory Maintenance Utility -- Full Listing for Agency - Microsoft Internet Explorer
https://www.dbm.state.md.us/teldirupdate/fullhierlist.asp
MARYLAND.GOV
Full Directory Listing in Print Order for DBM
(10) Office of the Secretary (Level 2)
10 Januszkiewicz, Cecilia Secretary 410 260-7041
20 Herbert, Natasha Assistant to Secretary 410 260-7870
30 Smith, Jamie Special Assistant 410 260-6122
40 Wasilisin, John Deputy Secretary 410 260-7042
50 Webber, Paula Assistant to Deputy Secretary 410 260-7629
70 Peacock, Joan M Compliance Auditor 410 260-7079
80 Vacant, Governor's Correspondence Coordinator 410 260-7331
90 Office of the Secretary, Fax 410 974-2585
100 DBM-Toll Free, General Information 800 705-3493
(20) Legislative and Public Affairs (Level 3)
10 Hubbard, Anne Legislative Liaison 410 260-6371
(30) Office of the Statewide Equal Employment Opportunity Coordinator (Level 3)
10 Gordon, Ann Statewide EEO Coordinator 410 767-4061
20 Noble, Gene EEO Compliance Officer 410 767-8179
40 Green-Holt, Paula EEO Compliance Officer/Employee Assistance Program 410 767-3800

3.5.2 List Of Offices For Agency W/Hierarchy In Print Order

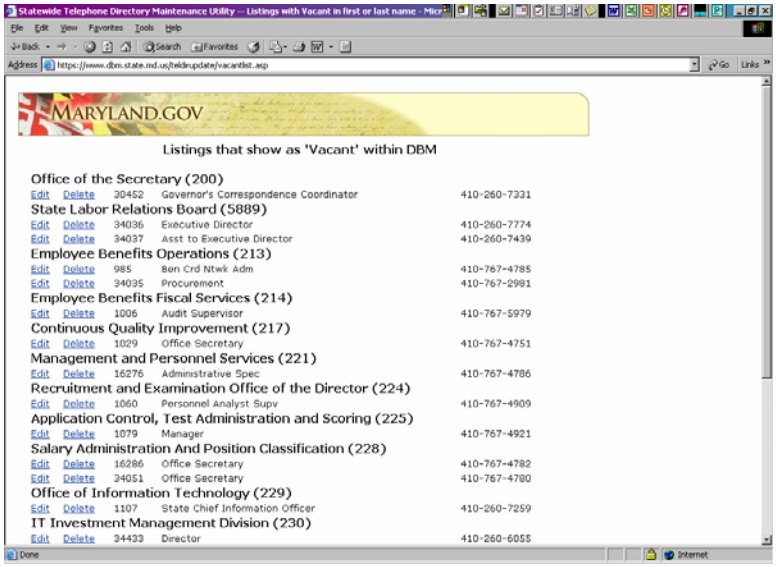
The List Of Offices For Agency W/Hierarchy In Print Order report provides a complete list of the Offices defined in the Office Table. Offices are presented in print order. Utilize or print this report to verify proper hierarchy, display order, etc. The number listed in front of each Office name indicates the Display Order, beginning with the highest level within the agency. The number shown at the end of each Office name indicates the Level that each office has been assigned. The Office names are presented as links to the Office table for quick access to the Office Maintenance Utility. Should changes to an Office record be required, click on the Office name and edit the Office record per Section 3.3.2.

Statewide Telephone Directory Maintenance Utility -- Office Hierarchy - Microsoft Internet Explorer
MARYLAND.GOV
Office Listing in Hierarchical Print Order for DBM
10 Office of the Secretary (200),Annapolis, MD 21401-1907 , Level 2
20 Legislative and Public Affairs (201),Annapolis, MD 21401-1907 , Level 3
30 Office of the Attorney General (5441),Baltimore, MD 21202 , Level 2
40 Office of the Attorney General (202),Baltimore, MD 21201-2308 , Level 3
50 Office of the Statewide Equal Employment Opportunity Coordinator (5960),Baltimore, MD 21201 , Level 3
60 Division of Policy Analysis (203),Annapolis, MD 21401-1907 , Level 3
70 State Fleet and Travel Management (204),Annapolis, MD 21401-1907 , Level 4
80 Council on Management & Productivity (205),Annapolis, MD 21401-1907 , Level 4
90 Procurement Unit (206),Annapolis, MD 21401-1907 , Level 4
100 Division of Finance & Administration (207),Annapolis, MD 21401-1907 , Level 3
110 Baltimore Office (208),Baltimore, MD 21201-2365 , Level 4
120 Central Collection Unit (209),Baltimore, MD 21201-2365 , Level 4
130 CCU/ MVA Glen Burnie (3972),Glen Burnie, MD 21061 , Level 5
140 CCU/ MVA Largo (3973),Upper Marlboro, MD 20772 , Level 5
150 CCU/MVA Gaithersburg (3974),Gaithersburg, MD 21878 , Level 5
160 CCU/MVA Hagerstown (3975),Hagerstown, MD 21740 , Level 5
170 CCU/MVA Salisbury (3976),Salisbury, MD 21804 , Level 5
180 Office of Personnel Services and Benefits (211),Baltimore, MD 21201-2365 , Level 2
190 Labor Relations (2863),Annapolis, MD 21401-1907 , Level 3
200 State Labor Relations Board (5889),Annapolis, MD 21401 , Level 3

3.5.3 Listings With “Vacant” In The Name (By Agency And Office)

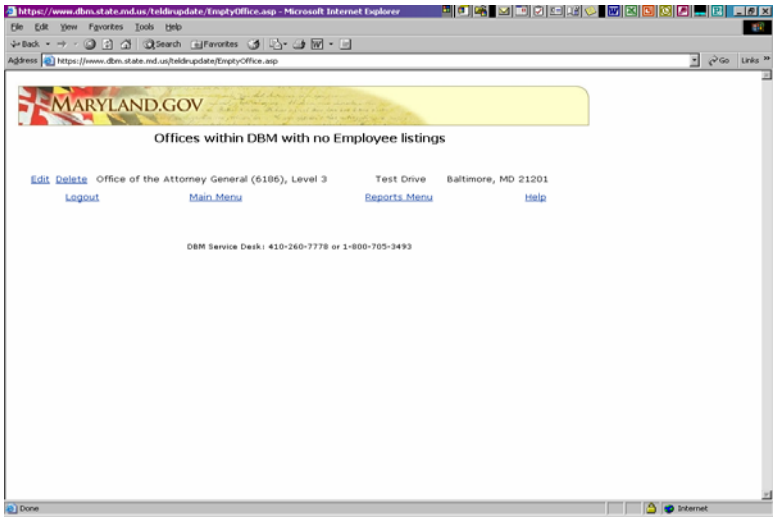
The Listings With “Vacant” In The Name (By Agency And Office) report lists any records in the Employee table that have “Vacant” in either the First Name or Last Name field. Remember, “Vacant” should only be entered into the Last Name field of the Employee table. The report is grouped by Office and sorted on the Office Display Order. Listings can be edited and/or deleted

by selecting the option next to the desired listing and following instructions per Section 3.2.2 or Section 3.2.3 respectfully.


Statewide Telephone Directory Maintenance Utility -- Listings with Vacant in first or last name - Micr
File Edit View Favorites Tools Help
Address https://www.dbm.state.md.us/teldirupdate/vacantlist.asp
MARYLAND.GOV
Listings that show as 'Vacant' within DBM
Office of the Secretary (200)
Edit Delete 30452 Governor's Correspondence Coordinator 410-260-7331
State Labor Relations Board (5889)
Edit Delete 34036 Executive Director 410-260-7774
Edit Delete 34037 Asst to Executive Director 410-260-7439
Employee Benefits Operations (213)
Edit Delete 985 Ben Crd Ntwk Adm 410-767-4785
Edit Delete 34035 Procurement 410-767-2981
Employee Benefits Fiscal Services (214)
Edit Delete 1006 Audit Supervisor 410-767-5979
Continuous Quality Improvement (217)
Edit Delete 1029 Office Secretary 410-767-4751
Management and Personnel Services (221)
Edit Delete 16276 Administrative Spec 410-767-4786
Recruitment and Examination Office of the Director (224)
Edit Delete 1060 Personnel Analyst Supv 410-767-4909
Application Control, Test Administration and Scoring (225)
Edit Delete 1079 Manager 410-767-4921
Salary Administration And Position Classification (228)
Edit Delete 16286 Office Secretary 410-767-4782
Edit Delete 34051 Office Secretary 410-767-4780
Office of Information Technology (229)
Edit Delete 1107 State Chief Information Officer 410-260-7259
IT Investment Management Division (230)
Edit Delete 34433 Director 410-260-6055
Done
Internet

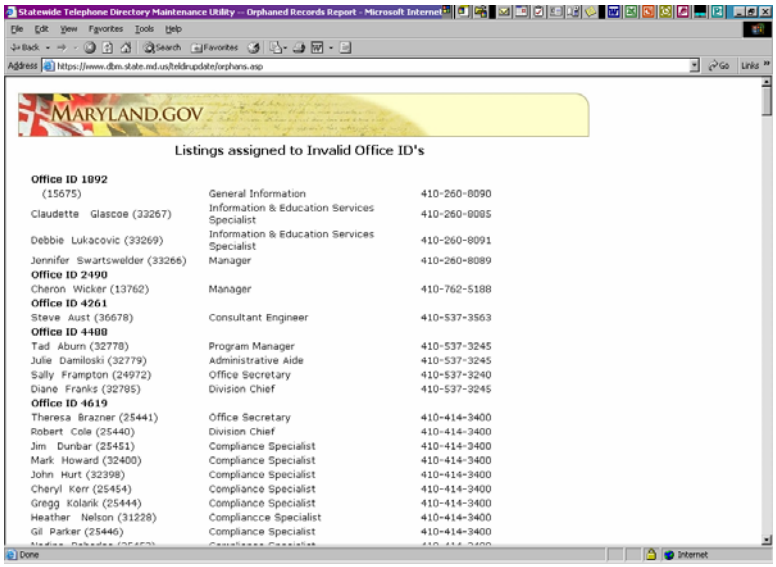
3.5.4 Offices Within Agency With No Employee Listings

The Offices Within Agency With No Employee Listings report displays listings that are in the Office table that do not have employee listings associated with it. Office information can be edited and/or deleted by selecting the option next to the desired listing and following instructions per Section 3.3.2 or Section 3.3.3 respectfully.


https://www.dbm.state.md.us/teldirupdate/EmptyOffice.asp - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address https://www.dbm.state.md.us/teldirupdate/EmptyOffice.asp
MARYLAND.GOV
Offices within DBM with no Employee listings
Edit Delete Office of the Attorney General (6106), Level 3 Test Drive Baltimore, MD 21201
Logout Main Menu Reports Menu Help
DBM Service Desk: 410-260-7778 or 1-800-705-3493
Done
Internet

3.5.5 Listings Assigned To Invalid Office IDs

The Listings Assigned To Invalid Office IDs report lists Employees that are associated with Office IDs for which there is no matching entry in the Office Table. This could occur if a new office has been created with a new Office ID and not all of the employees were moved into the new office after the old office was deleted. These orphaned records should be deleted or edited to move them into the correct Office.


Statewide Telephone Directory Maintenance Utility -- Orphaned Records Report - Microsoft Internet
MARYLAND.GOV
Listings assigned to Invalid Office ID's
Office ID 1892
(15675) General Information 410-260-8090
Claudette Glascoe (33267) Information & Education Services Specialist 410-260-8085
Debbie Lukacovic (33269) Information & Education Services Specialist 410-260-8091
Jennifer Swartswelder (33266) Manager 410-260-8089
Office ID 2490
Cheron Wicker (13762) Manager 410-762-5188
Office ID 4261
Steve Aust (36678) Consultant Engineer 410-537-3563
Office ID 4488
Tad Aburn (32778) Program Manager 410-537-3245
Julie Damiloski (32779) Administrative Aide 410-537-3245
Sally Frampton (24972) Office Secretary 410-537-3240
Diane Franks (32785) Division Chief 410-537-3245
Office ID 4619
Theresa Brazner (25441) Office Secretary 410-414-3400
Robert Cole (25440) Division Chief 410-414-3400
Jim Dunbar (25451) Compliance Specialist 410-414-3400
Mark Howard (32400) Compliance Specialist 410-414-3400
John Hurt (32398) Compliance Specialist 410-414-3400
Cheryl Kerr (25454) Compliance Specialist 410-414-3400
Gregg Kolarik (25444) Compliance Specialist 410-414-3400
Heather Nelson (31228) Compliancce Specialist 410-414-3400
Gil Parker (25446) Compliance Specialist 410-414-3400

3.5.6 Directory Coordinator List By Agency

The Directory Coordinator List By Agency report lists the Directory Coordinators at all agencies. This report is in alphabetical order by Agency Acronym. One use for this report would be when an employee transfers to another agency, to identify the DC at the other agency, then e-mail or call the respective agency DC with the information.

Statewide Telephone Directory Maintenance Utility -- Directory Coordinators - Microsoft Internet Explorer
MARYLAND.GOV
Telephone Directory Coordinators by Agency
Agency Name Phone Number
ALLG James Bone 301-729-4132
BCCC Martin Albert 410-986-3260
BPW Marion Boschert 410-260-7793
CHR Barbara Wilson 410-767-8565
COMP John Kelly 410-260-7363
CPPDA Michele Crabtree 301-724-3655
CSPM John Trader 410-767-2037
DAT Kay Abrams 410-767-1194
DBED Jake Mohorovic 410-767-2355
DBM Lynn Duleh-Buehler 410 767-4644
Joanne Rusk 410 260-7863
DGS Toni Woods 410-767-4017
DHCD Joanna Dibble 410-514-7097
DHMH A Michele Johnson 410-767-6863
Susan Pilsch 410-819-5667
Lisa Simmons 301 777-2250

Attachment A

Agency Contact Information Form

I. **Request to**: _____ Add _____ Delete _____ Change

II. **Telecommunications Contact Acronym**: (circle all that apply)

CS CSD CIO AH AHD DC DP FC RC TC1 TC2 VC PIO PO

(See attached Agency Contact Database Acronyms and Explanations)

III. **Name of Former Contact** (For **change** information only):

_____

(Last Name) (First Name) (Middle Initial)

IV. **Name of Current/New Contact**:

_____

(Last Name) (First Name) (Middle Initial)

_____

(Classification/Title) (Department/Agency) (Agency Acronym)

_____

(Street Name and Number) (Building, Room, Suite, etc.)

_____

(City) (State) (Zip Code)

Phone: ( ) - Fax: ( ) - E-Mail: _____

V. **Approved:**

_____

(Authorized Signature and Title) (Date)

Please mail or fax this form to: Telephone Directory Administrator
DBM/OIT
301 West Preston Street, Room 1304
Baltimore, Maryland 21201-2305
Fax #: 410-333-5163